



Australian Bureau of Statistics

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Summary

About this Release

The relationships between the cost of follow-up, survey response and telephony practices are complex and depend on many factors. This paper explores some initial data investigation into the efficiency and effectiveness of ABS strategies for follow-up of business survey providers leading to some conclusions and hypotheses about the types of issues involved. Two of these hypotheses are explored further through small scale trials, while the proposed analysis of the more complex relationship is discussed briefly.

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